

Workplace Alaska

Class Specification Ferry Terminal Assistant II

Created:
09/19/1997 by Rachel Wilson
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Approved by:

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Class Title: Ferry Terminal Assistant II
Use MJR Form: Standard

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ORIGINAL

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12/16/87 - MQs.
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09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update: **EEO4:** H **SOC:** 53-6099 **Census:** 08

Last Update Comments:

Definition:

Ferry Terminal Assistants II lead a shift of workers providing customer service, selling tickets, making reservations, controlling traffic, conducting security screening, tying up vessels, and performing routine maintenance. Positions work under the direction of a Ferry Terminal Manager II at an Alaska Marine Highway System (AMHS) ferry terminal whose traffic volume requires separate teams working different shifts to staff every ship call.

Distinguishing Characteristics:

Ferry Terminal Assistants II lead, coordinate and perform work at an Alaska Marine Highway System (AMHS) ferry terminal whose vessel and passenger traffic volume requires separate teams working different shifts. As the shift leader when the Ferry Terminal Manager II is not on duty, incumbents are responsible for conducting operations according to regulations and protocols, resolving customer problems or complaints, and directing the terminal response to vessel emergencies, security concerns, or other unusual circumstances. Guidelines are clear and specific and apply to most situations. Higher level staff are contacted to resolve issues outside the shift leader's scope of responsibility.

Ferry Terminal Assistant II is distinguished from Ferry Terminal Assistant I by the Ferry Terminal Assistant II's responsibility for leading and coordinating ferry terminal operations during shifts when the Ferry Terminal Manager is not on duty. Ferry Terminal Assistants I are responsible for performing the day-to-day activities required to make sales and reservations, tie up vessels and operate bridging equipment, conduct security screening, and control embarking and disembarking traffic.

Ferry Terminal Assistant II is distinguished from Ferry Terminal Managers by the Ferry Terminal Assistant II's responsibility for leading and coordinating ferry terminal operations during shifts when the Ferry Terminal Manager is not on duty. Ferry Terminal Managers are responsible for the overall supervision and management of a ferry terminal.

Examples of Duties:

Customer Service

Provide travel planning assistance to customers; provide information on ferry routes, vessels, schedules and schedule changes, accommodations, ports of call, and visitor attractions.

Enter reservations into the computer system. Guide staff in calculating and collecting fees; issuing tickets; and making changes to reservations to accommodate changes in customer's itineraries.

Provide information on vessel arrival and departure times to staff and customers; designate vehicle, baggage, and passenger staging areas; lead or perform security screening of baggage and vehicles.

Receive and investigate customer complaints; determine options for resolving issues; provide information on alternative methods to meet customer's goals; and implement resolutions that improve customer satisfaction.

Security

Conduct security surveys of terminal grounds, parking and staging areas, buildings, docks, and catwalks. Identify and evaluate potential hazards and risks. Respond to security issues in accordance with facility security plan. Document security actions and notify appropriate

AMHS management.

Coordinate security screening activities with vessel crew. Lead and conduct required security screening of vehicles, passengers, and baggage. Conduct, evaluate, and document security drills.

Vessel Support

Contact vessel by radio prior to arrival at port to receive and provide information on vessel arrival and turnaround times; disembarking and embarking passengers and vehicles; and facility conditions and special vessel requirements.

Lead and assist in securing vessel mooring lines to dock or catwalk; operating mechanical bridge; and directing disembarking and embarking traffic.

Facility Management

Conduct maintenance surveys of terminal grounds, equipment, buildings, docks, and catwalks. Report items requiring major maintenance to AMHS management. Conduct routine maintenance tasks required to keep facility and equipment in working order.

Administration

Scan tickets into the reservations system; complete sales reports; balance cash funds; and deposit monies into AMHS account.

Perform inventories of stock and supplies; notify terminal manager when reordering is necessary.

Knowledge, Skills and Abilities:

Some knowledge of travel regulations and required documentation.

Some knowledge of a travel reservations system, vessel departure and arrival times, fares, and vessel accommodations and services.

Some knowledge of travel and tourism, marketing, and sales.

Skill in communicating orally and in writing.

Skill in computer use including accessing data from various internal databases and the internet, gathering facts and entering data.

Ability to lead, coach, and evaluate subordinate staff.

Ability to perform physically demanding work in adverse weather conditions and potentially hazardous areas.

Ability to work effectively and tactfully with customers, identify issues, explain regulations and policies, evaluate alternatives, and resolve conflicts.

Minimum Qualifications:

One year of experience assisting the general public in making travel plans and reservations and providing useful travel information, which included researching and maintaining information in a computerized reservations system.

OR

One year of experience at a commercial dock which included tying and untying vessels, loading or unloading cargo, or assisting embarking or disembarking passengers; and which included extracting and entering information in a computerized manifest or lading system or similar system.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Positions in this job class require the physical ability to lift and carry heavy weights, work in inclement weather, and work on docks and catwalks above cold water.

Minimum Qualification Questions:

Do you have one year of experience assisting the general public in making travel plans and reservations and providing useful travel information, which included researching and maintaining information in a computerized reservations system?

Or Substitution:

Do you have one year of experience at a commercial dock which included tying and untying vessels, loading or unloading cargo, or assisting embarking or disembarking passengers; and which included extracting and entering information in a computerized manifest or lading system or similar system?